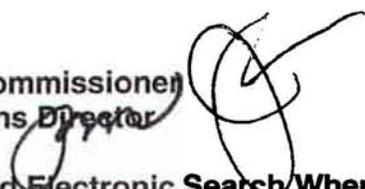


**The Philadelphia Department of Human Services
Children and Youth Division
Procedural Guide**

TO: All Social Work Staff

FROM: John McGee, Deputy Commissioner
Pamela Mayo, Operations Director 

RE: Referral to the Enhanced Electronic Search When a Child/Family Cannot Be Located

EFFECTIVE DATE: September 21, 2005

This guide is an addendum to the existing Policy and Procedure Guide regarding gaining access to and searching for children and families (Search Policy), effective November 2004. The purpose of this guide is to inform staff about the process for making a referral to the Enhanced Electronic Search through a private investigator (EES) when a child cannot be located, and the changes to the child search request form which help to operationalize this process. The process itself is electronic and mostly automatic, requiring only that staff respond to e-mail inquiries in a timely manner.

This addendum and the existing Search Policy are available on DHS Central.

What's new

Procedurally

- Staff will be given the opportunity to request a second Liaison unit electronic search if there is new or revised information to add to the request form.
- If there is no new information, or the child has not been located after the second electronic search, the director will receive an e-mail giving her/him the opportunity to authorize a mandatory referral or approve a discretionary referral to the EES.
- Staff will receive the EES search results through another e-mail.

On the Request For Child Search form (see attached)

- The requirement to identify a "reason for search" from the drop-down menu.
 - This is included as a dropdown so that the e-mail to the director can inform him/her whether the search requires a referral to the EES.
- The ability to revise information.
 - This allows an additional search based on new or revised information.
- The requirement to input supervisor, administrator and director's names.
 - This is included so that the EES referral can be copied down the chain of command.

Procedure

When staff are required to request an electronic search and a referral to the Enhanced Electronic Search:

- *If a child cannot be located on an investigation/assessment, the DHS social worker must make a request for an electronic search no later than the 15th calendar day after the report date.*
 - *This is **not** a "Parent Locator" search, and does not satisfy a court order for a Parent Locator search. Parent Locator must be accessed through the Law Department.*
- *If during an investigation/assessment, the child has not been found by the 30th calendar day after the report date, the DHS social worker **must** make a referral for the EES.*

E-mails and timeframe:

- *As part of the electronic process for making a referral to the EES, staff will be receiving e-mails from the Liaison Unit inquiring whether the child has been located and, if not, whether there is any additional information to conduct a second electronic search.*
 - ***It is important that the social worker responds promptly to these e-mails, so that actions can be taken within the required time frames and the child can be located and safety assessed.***
 - *The system will track any lack of response after 3 calendar days.*
- *Staff will receive this e-mail:*
 - *in two (2) calendar days if the initial request for an electronic search provides no further leads for the child.*
 - *in four (4) calendar days if the initial request does provide additional information, to give the social worker time to follow up.*
- *If the social worker indicates that the child has been found, the process is over.*
- *If the social worker indicates that the child has not been found, the social worker will be given the opportunity to provide additional or revised information, and a second electronic search will be conducted based on the new/revised information.*
 - *Staff will receive another e-mail from Liaison unit according to the timeframe listed above. Staff will not be given an opportunity for a third electronic search.*

Referral to the Enhance Electronic Search through the private investigator:

- *When the social worker indicates that there is no additional information, or the child has not been found after the second electronic search, a notification will be sent to the director requesting authorization for a referral to the EES.*
 - *For investigations/assessments, court-involved families receiving SCOH services, or where the last risk assessment was high or safety assessment was conditionally safe or unsafe, the referral is mandatory.*
 - *All other referrals to the EES are at the discretion of the director.*
- *Once the director authorizes the referral, a notification will be sent automatically to the EES.*
 - *If the director rejects the referral, the reason for rejection must be indicated on the form.*
- *The EES investigator will access the request for child search form through the extranet and will conduct a search.*
 - *The EES search consists of a database search which is more extensive than the electronic search performed by the Liaison unit. The EES investigator will attempt to validate any addresses, telephone numbers, etc. The EES investigator will not conduct a field search for the child/family.*
 - *The EES investigator may contact the social worker for clarification of information.*
- *Once the EES has been completed, the social worker will be notified by e-mail of the results.*

Staff will receive one final e-mail from the Liaison unit asking whether the child was found after the EES referral. This is for purposes of tracking the effectiveness of these searches.

ENHANCED CHILD SEARCH REQUEST FORM

[Cancel](#)

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Fields marked with * are REQUIRED .

Requestor*:	<input style="width: 95%;" type="text"/>	Extn*:	<input style="width: 90%;" type="text"/>
Referral Region*:	<input type="text" value="Intake"/>		

Supervisor*:	<input style="width: 98%;" type="text"/>
Admin*:	<input style="width: 98%;" type="text"/>
Director*:	<input style="width: 98%;" type="text"/>

Purpose of Search*:	<input type="text" value="Child unsafe or at high risk"/> <input type="text" value="Family receiving services - unable to locate"/> <input type="text" value="Investigation/Assessment"/>	Worker in field?	<input type="checkbox"/> Yes <input type="checkbox"/> No
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Child Info

Last Name:	<input style="width: 95%;" type="text" value="Child No."/>	DOB:	<input style="width: 90%;" type="text"/>
First Name:	<input style="width: 95%;" type="text"/>		
Aliases:	<input style="width: 95%;" type="text"/>		
DHS #	<input style="width: 95%;" type="text"/>		
SSN:	<input style="width: 95%;" type="text"/>	Sex:	<input type="checkbox"/> M <input type="checkbox"/> F
Address:	<input style="width: 95%;" type="text"/>		
City:	<input style="width: 40%;" type="text"/>	State:	<input style="width: 10%;" type="text"/>
		Zip:	<input style="width: 15%;" type="text"/>
School/Day Care:	<input style="width: 95%;" type="text"/>		

Child is most likely with:	<input type="checkbox"/> Caregiver <input type="checkbox"/> Mother <input type="checkbox"/> Father
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Caregiver Info

Last Name:	<input style="width: 95%;" type="text"/>	DOB:	<input style="width: 90%;" type="text"/>
First Name:	<input style="width: 95%;" type="text"/>		
Aliases:	<input style="width: 95%;" type="text"/>		
SSN:	<input style="width: 95%;" type="text"/>	Sex:	<input type="checkbox"/> M <input type="checkbox"/> F

City:	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
		State:	<input type="text"/>	Zip: <input type="text"/>

Mother Info

Last Name:	<input type="text"/>	DOB:	<input type="text"/>
First Name:	<input type="text"/>		
Aliases:	<input type="text"/>		
SSN:	<input type="text"/>		
Address:	<input type="text"/>		
	<input type="text"/>		
City:	<input type="text"/>	State:	<input type="text"/>
		Zip:	<input type="text"/>

Father Info

Last Name:	<input type="text"/>	DOB:	<input type="text"/>
First Name:	<input type="text"/>		
Aliases:	<input type="text"/>		
SSN:	<input type="text"/>		
Address:	<input type="text"/>		
	<input type="text"/>		
City:	<input type="text"/>	State:	<input type="text"/>
		Zip:	<input type="text"/>

Other Info

Last Name:	<input type="text"/>	DOB:	<input type="text"/>
First Name:	<input type="text"/>		
Aliases:	<input type="text"/>		
SSN:	<input type="text"/>		
Address:	<input type="text"/>		
	<input type="text"/>		
City:	<input type="text"/>	State:	<input type="text"/>
		Zip:	<input type="text"/>

Comment:	<input type="text"/>
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